



April 20, 2012

TO: Mayor and Members of Council
FROM: Denise T. Roth, Interim City Manager *DTR*
SUBJECT: Items for Your Information

IFYI HIGHLIGHTS

- False Alarms
- Contact Center Feedback
- Council Small Group Meetings
- Grants Report

City Council Follow-ups

False Alarms: As a follow-up to Council requests regarding the City's false alarm "forgiveness" policy from the April 3, 2012, and the April 16, 2012, City Council meetings, staff is continuing to research and prepare recommendations, which will be provided next week.

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of April 9, 2012 through April 15, 2012.

Council Small Group Meetings

Attached is the Small Group Meetings report for the week of April 13, 2012 through April 19, 2012.

Grants Report

Attached is an updated list of grants for which the City intends to apply that do not require a match. Under the policy adopted by City Council, grants that do not require a match are not required to receive formal Council action.

DTR/mm
Attachments

cc: Office of the City Manager
Global Media

Public Affairs
Contact Center Weekly Report
Week of 4/9/12 - 4/15/12

Contact Center

5077 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 1104
New Sign up – 207
General Info – 167
Same Day/Cut-on – 103
Cutoff Requests – 101

Field Operations

HHW/Landfill/Transfer – 137
No Service/Garbage – 96
Bulk Guidelines – 92
Collection Day – 48
General Info – 45

All others

Police/Watch Operations – 284
Courts/Sheriff – 95
Police Records – 89
Overgrown Lots – 72
Privilege License – 65

Comments

We received a total of **2** comments this week:

Field Operations – 2 comments:

- Customer wanted to express her appreciation to the City of Greensboro Solid Waste crew for returning to pick up her trash.
- Customer wants to thank the yard waste crew for getting the leaves and tree limbs that have been on the side of the road for months. She said they did a great job in cleaning the area.

Overall

Calls about overgrown lots increased while calls about privilege licenses remained steady last week. Call volume was busy through the end of the week.



SMALL GROUP MEETINGS

Date	Councilmember	Department / Person Contacted	Subject	Council Notification Date
April 19, 2012	Mayor Perkins Councilmember Kee and Bellamy-Small	Executive: Interim City Manager Roth	Cone Nealtown Extension	April 20, 2012



**City of Greensboro
Grant Applications Submitted**

<u>Grantor</u>	<u>Grants Projects / Description of Purpose</u>	<u>Amount Requested</u>	<u>Department Requesting Funding</u>	<u>Council Notification Date</u>	<u>Status</u>
FM Global	This grant funds the purchase of two Model 850 Investigator's Aid Meters. The device detects the presence of hydrocarbons, accelerants, petroleum volatiles and other gases. Detection of said products aids in determining the cause and origin of fires.	\$2,990	Fire Department	April 20, 2012	Approved by Department on April 20, 2012